

Springfield Area Transit Company, Inc. Career Opportunity

Bus Operator

Springfield Area Transit Company, a fixed route transportation supplier for the Pioneer Valley Transit Authority, is seeking qualified Bus Operators to join our outstanding transportation team. We will soon begin a new training program for those who qualify for this excellent opportunity. Training will begin within the next 4 to 6 weeks. Minimum Qualification: Must possess a CDL Class B license with Passenger and Airbrake Endorsements in order to participate in training program.

Position Summary: The bus operator's primary responsibilities are to safely and efficiently operate his or her assigned bus on a specified route in accordance with the time schedule allotted for that route; transport passengers over specified routes to local or distant points according to time schedules; act as a "front-line" customer service representative of the company using sound judgment, communication skills, and professional knowledge to assist customers with information, resolve problems and conflicts where possible, and assure passenger safety; promptly and accurately complete all required associated reports and forms on a daily basis. Must have thorough understanding of routes and transfer points, required fare structure, and knowledge of bus operation, as well as all legal requirements for commercial driving and license regulations. Must possess excellent customer service skills. See the attached detailed position description for a detailed explanation of responsibilities and necessary qualifications.

Hours: Full-time, 40-hours per week

Shift: Varies, depending on bidding process
Will include some evening and/or weekend shifts.
(Training will occur on first shift for initial 2 weeks)

Hourly Salary: Based on collective bargaining agreement

Union Status: Bargaining unit, non-exempt, with excellent benefits package

TO APPLY:

NOTE: If you are interested in applying for this position, please review the attached detailed position description, prior to applying.

If, after considering the position description you would like be considered for our training program, please apply in person at SATCo, 2840 Main Street, Springfield, MA 01107. Applications will be accepted until all available training opportunities are filled.

Qualified females and members of minority groups are strongly encouraged to apply.

***SATCo is an Affirmative Action, Equal Opportunity Employer
and ensures a drug and smoke-free work environment.***

Posted 10/23/06

Springfield Area Transit Company, Inc.
Position Description

Position: Bus Operator

FLSA Status: Non-exempt

Reports to: Field Supervisors,
Unit Customer Service Manager and Director of Operations
Safety Sensitive

Union Status: Bargaining
FTA Status:

Position Summary: The bus operator's primary responsibilities are to safely and efficiently operate his or her assigned bus on a specified route in accordance with the time schedule allotted for that route; transport passengers over specified routes to local or distant points according to time schedule; act as a "front-line" customer service representative of the company using sound judgment, communication skills, and professional knowledge to assist customers with information, resolve problems and conflicts where possible, and assure passenger safety; promptly and accurately complete all required associated reports and forms on a daily basis. Must have thorough understanding of routes and transfer points, required fare structure, and knowledge of bus operation, as well as all legal requirements for commercial driving and license regulations. Must possess excellent customer service skills.

Essential Duties and Responsibilities: The duties listed below are representative of those performed by a Bus Operator:

Report on time at proper garage or relief point, conduct thorough circle check of assigned bus according to procedure, and report any defects, damage, or missing equipment prior to beginning his or her assigned run; inspect bus and check water levels (using sight glass only) before departure; check fuel level in driver relief vehicles.

Drive bus in a safe manner on the route and time schedule specified; comply with all local traffic regulations; collect proper fares, check transfers and passes for validity, and challenge when appropriate; carry all required documents and forms while driving and complete appropriate forms and reports upon completion of assigned run, including but not limited to special counts, mileage reports, incident reports, time sheets, etc.

Assist passengers using mobility devices onto and off of bus, secure mobility device according to safety procedures; assist customers with information, transfers, and resolve problems as required; announce major destinations, transfer points, etc., in accordance with established policies/procedures.

Program all electronic bus equipment in accordance with established procedures; regulate heating, lighting, and ventilating systems for passenger comfort.

Report to Dispatcher any unusual occurrences occurring en route on or off the bus at the time of occurrence; report delays and accidents. In the event of an accident, distribute witness cards and collect immediately from passengers on bus; follow accident information collection, reporting, and other procedures before proceeding with clearance of Dispatcher and/or Supervisor on scene; complete relevant Incident or Accident Reports for any such occurrence within required timeframes.

Follow all verbal and written instructions from Supervisors, Dispatchers or Managers whether received face to face or via telephone or radio system; follow all Company posted instructions including bulletins, manuals, procedures and newsletters; and follow rules and regulations as outlined in the Collective Bargaining Contract.

Perform other related duties as prescribed from time to time.

Minimum Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) and successful completion of company training program. Ability to provide high quality customer service, respond promptly to customer needs, solicit customer feedback to improve service; manage difficult or emotional customer situations; strong command of the English language, both written and verbal; ability to write clearly, read and interpret written information such as safety rules, operating and procedural instructions and other documents; ability to write routine reports and correspondences; willingness to make decisions, exhibit sound and accurate judgment and make timely decisions; ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; must be able to follow instructions, respond to management direction and take responsibility for own actions; must be able to approach others in a tactful manner, react well under pressure and treat others with respect; ability to observe safety and security procedures, determine appropriate action beyond guidelines and report potentially unsafe conditions to appropriate personnel; able to adapt to changes in the work environment and deal with occasional change, delays, or unexpected events; dependable- ability to meet attendance requirements; Must enjoy working with the public and be able to display professional behavior at all times. Successful completion of the company training program is required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit for up to several consecutive hours at a time, and use hands to finger, handle, or feel. The employee is frequently required to reach with hands and arms at, below, and above shoulder level. The employee is occasionally required to stand; walk; climb, bend, stoop, squat, twist, crouch, or climb stairs. The employee must occasionally lift, push/pull and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is frequently required to hear and speak.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts (steering wheel, door mechanism). The employee is occasionally exposed to wet and/or humid conditions, outside weather conditions and vibration. The employee may also be occasionally exposed to fumes. The noise level in the work environment is usually moderate.

Licenses, Registrations and Certifications: Must hold current driver's license and CDL License Class B with Passenger endorsement and Airbrake endorsement, and have completed required company training. Must maintain (current) and carry proof of proper Department of Transportation medical certification and Massachusetts Department of Transportation and Energy certification.

Other Qualifications: Must be at least 21-years of age. This position requires successfully passing a criminal background check, pre-employment drug screen and pre-employment physical; Must submit to periodic Drug and Alcohol testing as deemed necessary according to related regulations and company policy.